

Goddard Space Flight Center

Office of Human Capital Management



2011 Employee Viewpoint Survey (EVS) Results and Best Places to Work (BPTW) for the Goddard Space Flight Center (GSFC) and the Flight Projects Directorate (Code 400)

Donna Swann

Donna.J.Swann@nasa.gov

301-286-7871



May 8, 2012

Goddard Space Flight Center

Office of Human Capital Management



Employee Viewpoint Survey (EVS)

The Federal Employee Viewpoint Survey (EVS) is an annual Survey that provides:

- General indicators of how well the Federal Government is running its human resources management systems
- Serves as a tool for OPM to assess individual agencies and their progress on strategic management of human capital





GSFC’s 2011 EVS Results

- Fast Facts around GSFC’s Results
 - 1550 employees completed the survey (up from 1461 in 2010)
 - Overall positive response percentage was 73.7% (down from 73.8% in 2010)
- EVS has a total of seven dimensions - highlighted below is the overall positive percentage rate for each dimension

Dimension	2011	2010
My Work Experience	79.5	80.1
My Work Unit	65.3	64.6
My Agency	74.8	73.5
My Supervisor/Team Leader	82.0	81.8
Leadership	72.5	72.8
My Satisfaction	67.9	68.4
Work/Life	61.7	63.8



Goddard Space Flight Center

Office of Human Capital Management



GSFC's Consistent Themes/Challenges

Positives

- Work experience
- Satisfaction with agency overall
- Satisfaction with job overall
- Satisfaction with Supervisor/Team Leader
- Satisfaction with Leadership
- Telework, Alternative Work Schedule (AWS), Health and Wellness

Challenges

- Rewarding good performance
- Dealing better with poor performance
- Perceived link between pay raises and promotions and quality of job performance
- Child Care, Elder Care and Employee Assistance Program (EAP)



Goddard Space Flight Center

Office of Human Capital Management



Best Places to Work (BPTW)





2011 Best Places to Work Rankings

- Partnership for Public Service released rankings on 11/16/11
 - Rankings are based on the OPM's EVS results of which approximately 266,000 employees at 308 federal organizations (33 large agencies, 35 small agencies and 240 sub-components) were surveyed
- GSFC ranked 11th among 240 Agency Subcomponents
- For the last two years, GSFC has been ranked in the Top 5%





Best Places to Work Rankings

- EVS results feed directly into the Best Places to Work ranking
 - Determined by the three questions listed below

Question	2011	2010
Q40: I recommend my organization as a good place to work	85.9	86.9
Q69: Considering everything, how satisfied are you with your job?	80.6	81.2
Q71: Considering everything, how satisfied are you with your organization?	74.8	76.6





“Best in Class” GSFC Trends

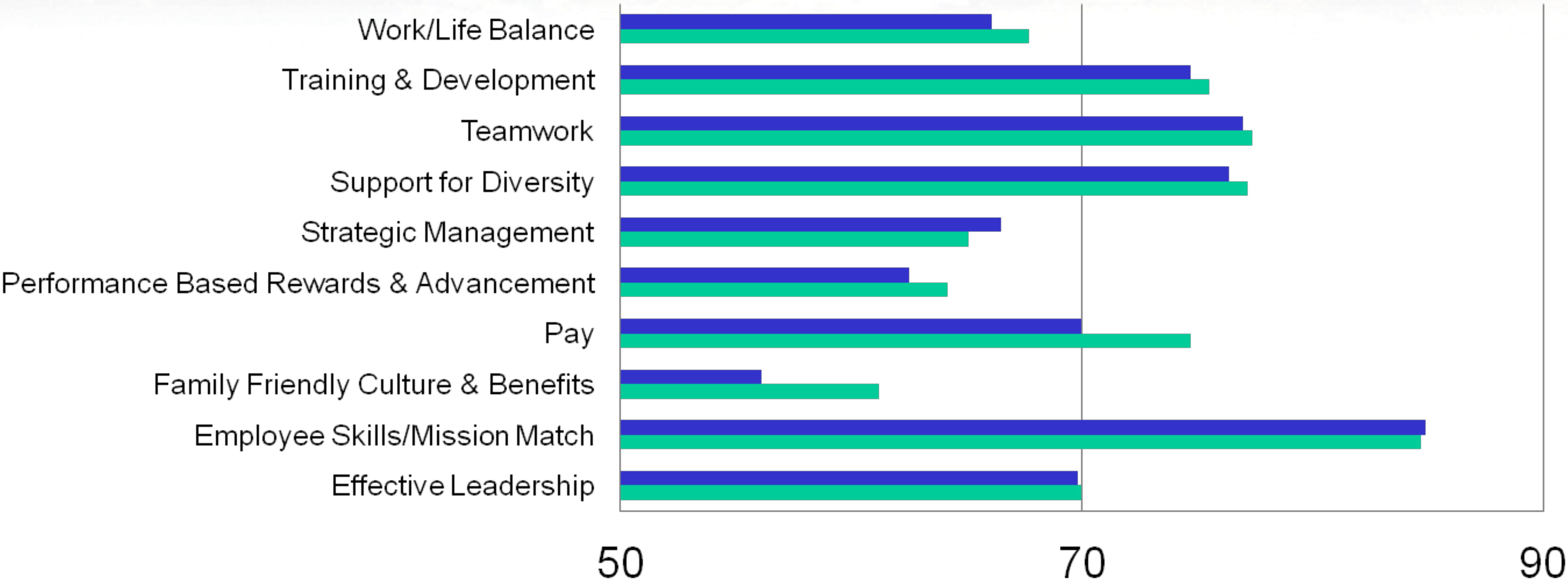
	2011 (out of 229)	2010 (out of 223)
Employee Skills/Mission Match	#2	#6
Strategic Management	#12	#21
Teamwork	#5	#10
Effective Leadership	#6	#7
Performance Based Rewards & Advancement	#4	#4
Training and Development	#7	#9
Support for Diversity	#2	#2
Pay	#31	#35
<u>Family Friendly Culture & Benefits</u>	#4	#3
<u>Work/Life Balance</u>	#45	#41



Underline: decrease in ranking
Bold: increase in ranking

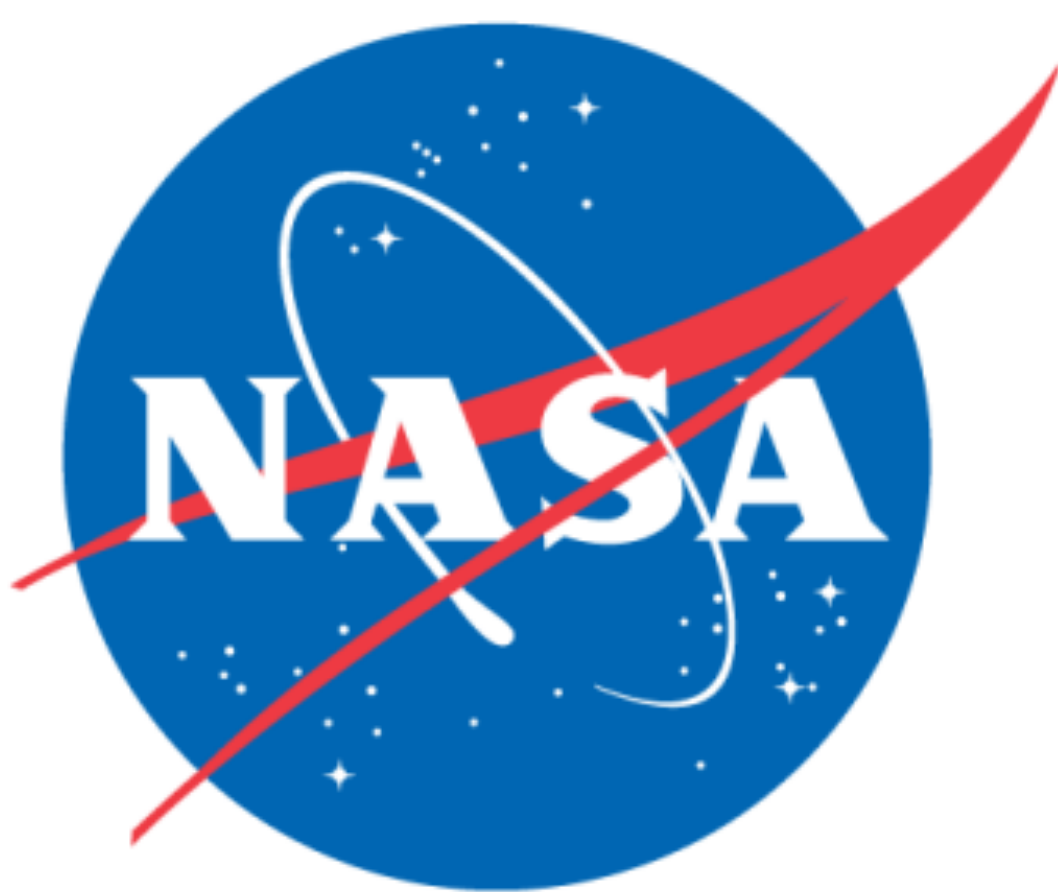


“Best in Class” Trends



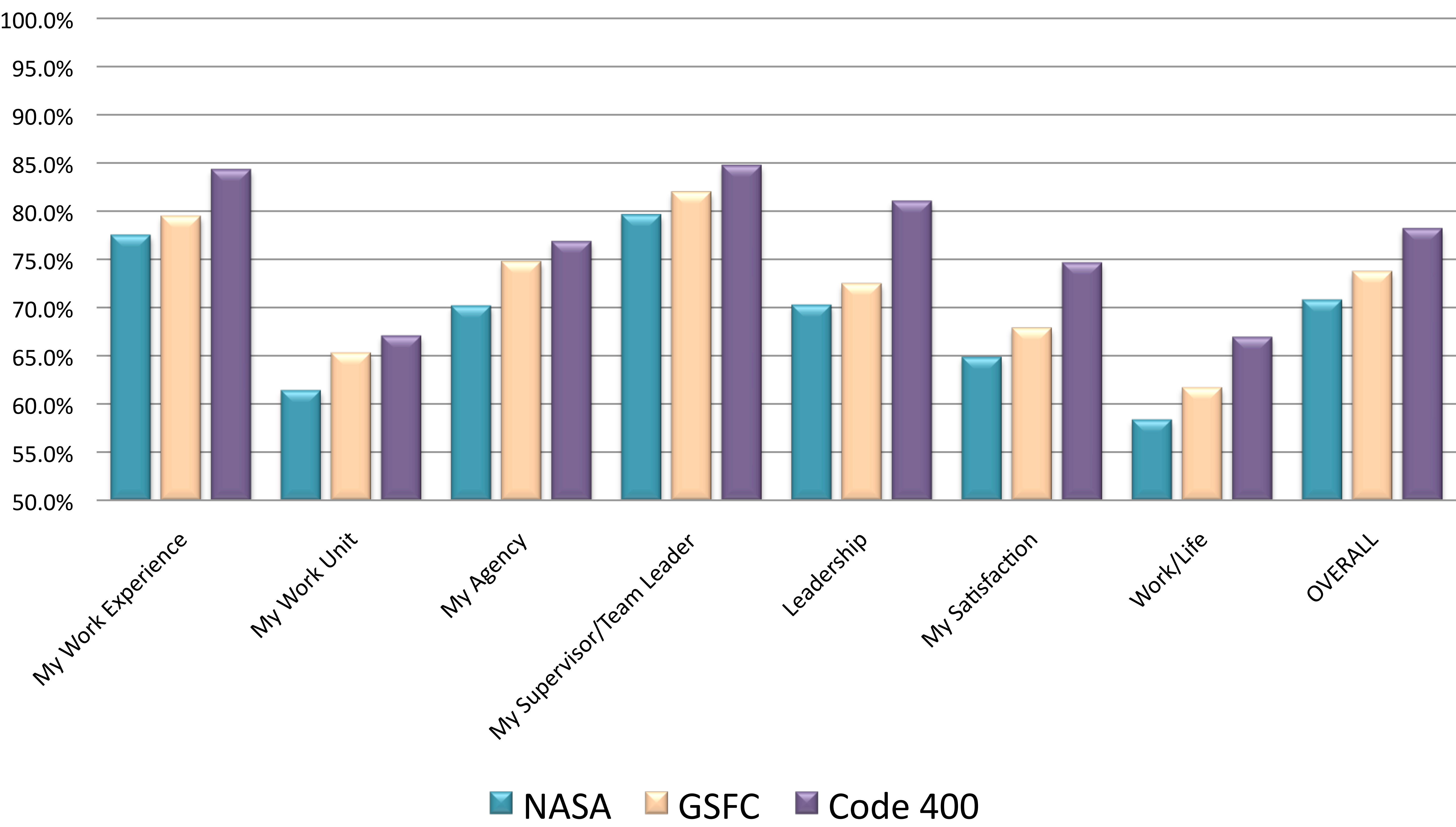
	Effective Leadership	Employee Skills/Mission Match	Family Friendly Culture & Benefits	Pay	Performance Based Rewards & Advancement	Strategic Management	Support for Diversity	Teamwork	Training & Development	Work/Life Balance
■ 2011	69.8	84.9	56.1	70.0	62.5	66.5	76.4	77.0	74.7	66.1
■ 2010	70.0	84.7	61.2	74.7	64.2	65.1	77.2	77.4	75.5	67.7





400 Results

2011 Results: Factor Score Comparisons (Positive Responses)



400 Focus

- In summary, Code 400's overall positive response rate was **78.2%** in comparison to GSFC's **73.7%**.

EVS 2010-2011 Trending – Code 400

- The third column of the trending report shows the percentage change in each of the 3 responses (positive, neutral, negative). Green highlights indicate areas where there has been a $\geq 5\%$ improvement (increase in positive or decrease in negative) and red highlights indicate areas where there has been a $\geq 5\%$ drop in score (decrease in positive responses or increase in negative). 400 has no red highlights!
- 400 had a few questions with a 10% change and are focusing on 3 in the Code 400 EVS Action

Employee Viewpoint Trending Report — *Work Experience*

Q My Work Experience		Code 400: 2010			Code 400: 2011			2011 vs. 2010			Delta Sum
		Positive	Neutral	Negative	Positive	Neutral	Negative	Positive	Neutral	Negative	
1	I am given a real opportunity to improve my skills in my organization	89.6%	5.3%	5.1%	85.3%	8.5%	6.2%	-4.3%	3.2%	1.1%	-5.4%
2	I have enough information to do my job well	91.9%	3.8%	4.3%	87.1%	8.3%	4.5%	-4.8%	4.5%	0.2%	-5.0%
3	I feel encouraged to come up with new and better ways of doing things	85.4%	9.5%	5.1%	85.9%	6.9%	7.2%	0.5%	-2.6%	2.1%	-1.6%
4	My work gives me a feeling of personal accomplishment	88.6%	7.0%	4.4%	87.0%	9.0%	4.0%	-1.6%	2.0%	-0.4%	-1.2%
5	I like the kind of work I do	91.5%	5.9%	2.7%	88.1%	9.4%	2.5%	-3.4%	3.5%	-0.2%	-3.2%
6	I know what is expected of me on the job	90.2%	5.6%	4.2%	88.4%	9.0%	2.6%	-1.8%	3.4%	-1.6%	-0.2%
7	When needed I am willing to put in extra effort to get the job done	98.6%	0.6%	0.8%	100.0%	0.0%	0.0%	1.4%	-0.6%	-0.8%	2.2%
8	I am constantly looking for ways to do my job better	93.5%	4.8%	1.7%	94.3%	5.1%	0.6%	0.8%	0.3%	-1.1%	1.9%
9	I have sufficient resources (e.g., people, materials, budget) to get my job done	72.4%	13.3%	14.3%	65.6%	16.5%	17.9%	-6.8%	3.2%	3.6%	-10.4%
10	My workload is reasonable	72.0%	12.3%	15.6%	67.5%	14.3%	18.2%	-4.5%	2.0%	2.6%	-7.1%
11	My talents are well used in the workplace	81.5%	8.2%	10.3%	77.1%	7.8%	15.1%	-4.4%	-0.4%	4.8%	-9.2%
12	I know how my work relates to the Agency's goals and priorities	95.5%	2.2%	2.2%	95.4%	3.4%	1.3%	-0.1%	1.2%	-0.9%	0.8%
13	The work I do is important	94.8%	3.5%	1.7%	95.7%	3.5%	0.8%	0.9%	0.0%	-0.9%	1.8%
14	Physical conditions allow employees to perform their work well	76.3%	13.9%	9.8%	85.6%	8.6%	5.9%	9.3%	-5.3%	-3.9%	13.2%
15	My performance appraisal is a fair reflection of my performance	82.4%	13.9%	3.7%	82.5%	12.1%	5.4%	0.1%	-1.8%	1.7%	-1.6%
16	I am held accountable for achieving results	92.3%	6.2%	1.4%	95.3%	4.1%	0.6%	3.0%	-2.1%	-0.8%	3.8%
17	I can disclose a suspected violation of any law, rule, or regulation without fear of reprisal	83.0%	15.2%	1.7%	81.5%	12.2%	6.3%	-1.5%	-3.0%	4.6%	-6.1%
18	My training needs are assessed	69.2%	20.7%	10.0%	68.8%	21.7%	9.4%	-0.4%	1.0%	-0.6%	0.2%
19	In my most recent performance appraisal, I understood what I had to do to be rated at different performance levels	73.1%	15.7%	11.2%	71.1%	16.0%	12.9%	-2.0%	0.3%	1.7%	-3.7%
		85.4%	8.8%	5.8%	84.3%	9.3%	6.4%	-1.0%	0.5%	0.6%	-1.6%

Employee Viewpoint Trending Report — *Work Unit*

Q My Work Unit		Code 400: 2010			Code 400: 2011			2011 vs. 2010			Delta Sum
		Positive	Neutral	Negative	Positive	Neutral	Negative	Positive	Neutral	Negative	
20	The people I work with cooperate to get the job done	92.0%	4.6%	3.5%	93.4%	3.2%	3.4%	1.4%	-1.4%	-0.1%	1.5%
21	My work unit is able to recruit people with the right skills	67.8%	20.0%	12.2%	64.8%	20.8%	14.4%	-3.0%	0.8%	2.2%	-5.2%
22	Promotions in my work unit are based on merit	63.6%	23.8%	12.6%	58.1%	27.1%	14.8%	-5.5%	3.3%	2.2%	-7.7%
23	In my work unit, steps are taken to deal with a poor performer who cannot or will not improve	41.6%	37.2%	21.2%	37.4%	37.6%	25.0%	-4.2%	0.4%	3.8%	-8.0%
24	In my work unit, differences in performance are recognized in a meaningful way	55.7%	30.7%	13.6%	50.0%	35.8%	14.2%	-5.7%	5.1%	0.6%	-6.3%
25	Awards in my work unit depend on how well employees perform their jobs	64.9%	25.6%	9.6%	59.9%	23.3%	16.8%	-5.0%	-2.3%	7.2%	-12.2%
26	Employees in my work unit share knowledge with each other	83.8%	11.9%	4.3%	83.9%	10.9%	5.2%	0.1%	-1.0%	0.9%	-0.8%
27	The skill level in my work unit has improved in the past year	63.8%	30.5%	5.7%	61.2%	31.1%	7.7%	-2.6%	0.6%	2.0%	-4.6%
28	How would you rate the overall quality of work done by your work unit?	95.3%	3.9%	0.8%	95.2%	4.2%	0.6%	-0.1%	0.3%	-0.2%	0.1%
		69.8%	20.9%	9.3%	67.1%	21.6%	11.3%	-2.7%	0.6%	2.1%	-4.8%

Employee Viewpoint Trending Report — Agency

Q My Agency		Code 400: 2010			Code 400: 2011			2011 vs. 2010			Delta Sum
		Positive	Neutral	Negative	Positive	Neutral	Negative	Positive	Neutral	Negative	
29	The workforce has the job-relevant knowledge and skills necessary to perform organizational goals	85.3%	9.4%	5.3%	86.6%	8.3%	5.0%	1.3%	-1.1%	-0.3%	1.6%
30	Employees have a feeling of personal empowerment with respect to work processes	78.7%	12.6%	8.7%	72.9%	19.4%	7.7%	-5.8%	6.8%	-1.0%	-4.8%
31	Employees are recognized for providing high quality products and services	81.7%	11.9%	6.3%	80.4%	16.2%	3.4%	-1.3%	4.3%	-2.9%	1.6%
32	Creativity and innovation are rewarded	76.3%	14.9%	8.9%	74.1%	20.5%	5.4%	-2.2%	5.6%	-3.5%	1.3%
33	Pay raises depend on how well employees perform their jobs	36.2%	37.9%	25.9%	32.7%	34.2%	33.1%	-3.5%	-3.7%	7.2%	-10.7%
34	Policies and programs promote diversity in the workplace	80.6%	18.1%	1.3%	82.4%	14.1%	3.6%	1.8%	-4.0%	2.3%	-0.5%
35	Employees are protected from health and safety hazards on the job	93.3%	5.3%	1.5%	92.8%	6.0%	1.2%	-0.5%	0.7%	-0.3%	-0.2%
36	My organization has prepared employees for potential security threats	75.3%	21.4%	3.3%	81.2%	10.5%	8.3%	5.9%	-10.9%	5.0%	0.9%
37	Arbitrary action, personal favoritism and coercion for partisan purposes are not tolerated	69.2%	21.6%	9.1%	71.0%	18.6%	10.4%	1.8%	-3.0%	1.3%	0.5%
38	Prohibited Personnel Practices are not tolerated	86.2%	11.4%	2.4%	82.7%	14.4%	2.8%	-3.5%	3.0%	0.4%	-3.9%
39	My agency is successful in accomplishing its mission	93.7%	3.8%	2.5%	92.7%	5.3%	1.9%	-1.0%	1.5%	-0.6%	-0.4%
40	I recommend my organization as a good place to work	89.8%	5.6%	4.7%	91.9%	5.6%	2.5%	2.1%	0.0%	-2.2%	4.3%
41	I believe the results of this survey will be used to make my agency a better place to work	51.8%	34.2%	14.0%	57.9%	26.2%	15.9%	6.1%	-8.0%	1.9%	4.2%
		76.8%	16.0%	7.2%	76.9%	15.3%	7.8%	0.1%	-0.7%	0.6%	-0.5%

Employee Viewpoint Trending Report — Supervisor/Team Leader

Q My Supervisor/Team Leader		Code 400: 2010			Code 400: 2011			2011 vs. 2010			Delta Sum
		Positive	Neutral	Negative	Positive	Neutral	Negative	Positive	Neutral	Negative	
42	My supervisor supports my need to balance work and other life issues	92.8%	5.0%	2.3%	93.0%	4.9%	2.1%	0.2%	-0.1%	-0.2%	0.4%
43	My supervisor/team leader provides me with opportunities to demonstrate my leadership skills	86.5%	9.9%	3.6%	84.6%	9.9%	5.5%	-1.9%	0.0%	1.9%	-3.8%
44	Discussions with my supervisor/team leader about my performance are worthwhile	77.7%	13.9%	8.4%	78.1%	13.1%	8.7%	0.4%	-0.8%	0.3%	0.1%
45	My supervisor/team leader is committed to a workforce representative of all segments of society	80.5%	18.6%	0.9%	82.0%	15.7%	2.3%	1.5%	-2.9%	1.4%	0.1%
46	My supervisor/team leader provides me with constructive suggestions to improve my job performance	75.9%	14.6%	9.5%	73.5%	17.5%	9.0%	-2.4%	2.9%	-0.5%	-1.9%
47	Supervisors/team leaders in my work unit support employee development	86.6%	10.6%	2.7%	86.7%	10.4%	2.9%	0.1%	-0.2%	0.2%	-0.1%
48	My supervisor/team leader listens to what I have to say	90.5%	6.0%	3.4%	88.0%	7.9%	4.1%	-2.5%	1.9%	0.7%	-3.2%
49	My supervisor/team leader treats me with respect	92.2%	4.4%	3.5%	91.2%	7.1%	1.7%	-1.0%	2.7%	-1.8%	0.8%
50	In the last six months my supervisor/team leader has talked with me about my performance	89.9%	6.1%	4.0%	81.6%	9.6%	8.7%	-8.3%	3.5%	4.7%	-13.0%
51	I have trust and confidence in my supervisor	82.7%	11.1%	6.3%	85.1%	10.1%	4.9%	2.4%	-1.0%	-1.4%	3.8%
52	Overall, how good a job do you feel is being done by your immediate supevisor/team leader?	88.4%	6.7%	4.9%	88.5%	10.5%	1.1%	0.1%	3.8%	-3.8%	3.9%
		85.8%	9.7%	4.5%	84.8%	10.6%	4.6%	-1.0%	0.9%	0.1%	-1.2%

Employee Viewpoint Trending Report — *Leadership*

Q Leadership		Code 400: 2010			Code 400: 2011			2011 vs. 2010			Delta Sum
		Positive	Neutral	Negative	Positive	Neutral	Negative	Positive	Neutral	Negative	
53	In my organization, leaders generate high levels of motivation and commitment in the workforce	78.2%	14.8%	7.0%	70.6%	21.6%	7.8%	-7.6%	6.8%	0.8%	-8.4%
54	My organization's leaders maintain high standards of honesty and integrity	85.6%	7.0%	7.3%	87.2%	10.2%	2.6%	1.6%	3.2%	-4.7%	6.3%
55	Managers/supervisors/team leaders work well with employees of different backgrounds	88.7%	7.4%	3.9%	86.9%	9.7%	3.4%	-1.8%	2.3%	-0.5%	-1.3%
56	Managers communicate the goals and priorities of the organization	84.6%	9.1%	6.3%	81.9%	13.5%	4.6%	-2.7%	4.4%	-1.7%	-1.0%
57	Managers review and evaluate the organization's progress toward meeting its goals and objectives	85.3%	11.9%	2.7%	81.4%	12.7%	5.9%	-3.9%	0.8%	3.2%	-7.1%
58	Managers promote communication among different work units	86.3%	7.5%	6.2%	77.0%	14.7%	8.3%	-9.3%	7.2%	2.1%	-11.4%
59	Managers support collaboration across work units to accomplish work objectives	85.5%	10.9%	3.7%	81.5%	14.8%	3.7%	-4.0%	3.9%	0.0%	-4.0%
60	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor/team leader?	82.9%	12.3%	4.8%	83.8%	14.0%	2.2%	0.9%	1.7%	-2.6%	3.5%
61	I have a high level of respect for my organization's senior leaders	80.7%	15.0%	4.3%	77.8%	17.8%	4.4%	-2.9%	2.8%	0.1%	-3.0%
62	Senior leaders demonstrate support for Work/Life programs	80.2%	16.3%	3.5%	82.4%	14.7%	2.9%	2.2%	-1.6%	-0.6%	2.8%
		83.8%	11.2%	5.0%	81.1%	14.4%	4.6%	-2.8%	3.2%	-0.4%	-2.4%

Employee Viewpoint Trending Report — *Satisfaction*

Q My Satisfaction		Code 400: 2010			Code 400: 2011			2011 vs. 2010			Delta Sum
		Positive	Neutral	Negative	Positive	Neutral	Negative	Positive	Neutral	Negative	
63	How satisfied are you with your involvement in decisions that affect your work?	74.3%	14.6%	11.0%	73.3%	18.1%	8.6%	-1.0%	3.5%	-2.4%	1.4%
64	How satisfied are you with the information you receive from management on what's going on in your organization?	74.5%	15.0%	10.5%	80.8%	12.4%	6.8%	6.3%	-2.6%	-3.7%	10.0%
65	How satisfied are you with the recognition you receive for doing a good job?	72.1%	18.1%	9.8%	70.8%	18.4%	10.8%	-1.3%	0.3%	1.0%	-2.3%
66	How satisfied are you with the policies and practices of your senior leaders?	69.7%	25.4%	4.8%	68.9%	23.8%	7.3%	-0.8%	-1.6%	2.5%	-3.3%
67	How satisfied are you with your opportunity to get a better job in your organization?	59.1%	26.1%	14.8%	62.3%	22.7%	15.0%	3.2%	-3.4%	0.2%	3.0%
68	How satisfied are you with the training you receive for your present job?	73.3%	22.2%	4.5%	75.3%	19.9%	4.8%	2.0%	-2.3%	0.3%	1.7%
69	Considering everything, how satisfied are you with your job?	83.4%	12.0%	4.6%	83.5%	10.7%	5.7%	0.1%	-1.3%	1.1%	-1.0%
70	Considering everything, how satisfied are you with your pay?	80.2%	10.1%	9.7%	75.3%	10.2%	14.5%	-4.9%	0.1%	4.8%	-9.7%
71	Considering everything, how satisfied are you with your organization?	87.4%	7.1%	5.5%	81.8%	15.6%	2.6%	-5.6%	8.5%	-2.9%	-2.7%
		74.9%	16.7%	8.4%	74.7%	16.9%	8.5%	-0.2%	0.1%	0.1%	-0.3%

Employee Viewpoint Trending Report — *Work/Life*

Q Work/Life		Code 400: 2010			Code 400: 2011			2011 vs. 2010			Delta Sum
		Positive	Neutral	Negative	Positive	Neutral	Negative	Positive	Neutral	Negative	
72	(Describe telework situation)										
79	How satisfied are you with the telework program in your agency?	69.4%	25.8%	4.8%	74.8%	17.0%	8.2%	5.4%	-8.8%	3.4%	2.0%
80	How satisfied are you with the Alternate Work Schedule program in your agency?	82.5%	14.1%	3.4%	79.3%	17.0%	3.6%	-3.2%	2.9%	0.2%	-3.4%
81	How satisfied are you with the Health and Wellness Programs in your agency?	72.2%	19.8%	8.0%	71.5%	23.8%	4.7%	-0.7%	4.0%	-3.3%	2.6%
82	How satisfied are you with Employee Assistance Program (EAP) in your agency?	59.9%	40.1%	0.0%	67.0%	33.0%	0.0%	7.1%	-7.1%	0.0%	7.1%
83	How satisfied are you with the Child Care Programs in your agency?	54.0%	46.0%	0.0%	62.2%	36.4%	1.4%	8.2%	-9.6%	1.4%	6.8%
84	How satisfied are you with the Elder Care Programs in your agency?	30.7%	66.2%	3.1%	47.0%	51.4%	1.7%	16.3%	-14.8%	-1.4%	17.7%
		61.5%	35.3%	3.2%	67.0%	29.8%	3.3%	5.5%	-5.6%	0.1%	5.5%
TOTAL		Code 400: 2010			Code 400: 2011			2011 vs. 2010			Delta Sum
		Positive	Neutral	Negative	Positive	Neutral	Negative	Positive	Neutral	Negative	
		78.9%	14.9%	6.3%	78.2%	15.1%	6.7%	-0.7%	0.2%	0.5%	-1.1%

400 Opportunities to Improve

- Question 50 - **In the last 6 months, my Supervisor/Team Leader has talked with me about my performance**
- EVS Action Item
 - Identify trends in 400 from the OHCM 100% review of EPFs. Interview Managers with pattern of incompletes
 - Supervisory checklist under development to help with career development/performance discussions
 - Explore Supervisor Forums within Flight Projects Directorate to discuss relevant “people” issues
 - Encourage Supervisors to engage employees and employees to engage Supervisors periodically on performance expectations and execution!

400 Opportunities to Improve

- Question 58 - **Managers promote communications among different work units**
- EVS Action Plan
 - Possible 400 Supervisor forums to share best practices
 - Visit another Division's staff meetings, Division visits with 400 Sr. Management Team, 4-D assessments, CNF focus areas, 400 website updates, Critical Path, etc. Utilize new 400 sup checklist for performance discussions.
 - Partner with OCKMO to increase knowledge exchange through Learning with Case Studies Series, Pause and Learn, RTMS, Masters Forum, and PM Challenge. Creation of Knowledge Management and Supervisor Corner in The Critical Path.

400 Opportunities to Improve

- Question 25 - **Awards in my work unit depend on how well employees perform their jobs**
 - Recent Supervisory All-Hands conducted a panel on performance management, labor management, QWL, and awards to educate supervisors on processes, options available accountability, and discretion.
 - Topic for possible Supervisor Forums within the Flight Projects Directorate
 - Integrated HC Plan for 400 will highlight, monitor, and measure aspects of performance management



I'm Filling out Mine... You should too!

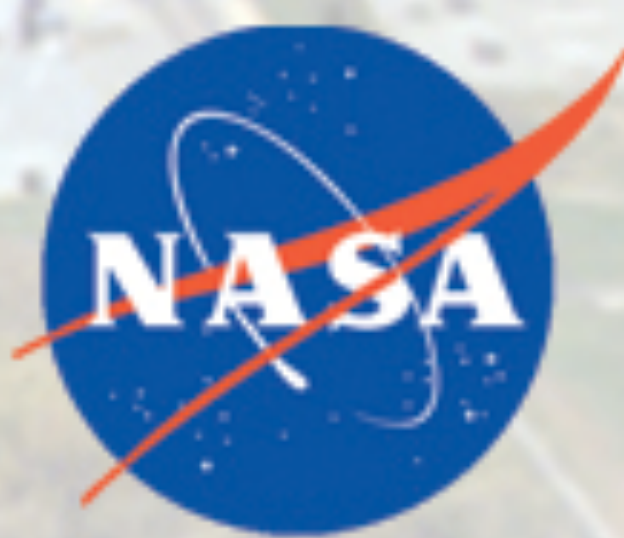
The 2012 Employee Viewpoint Survey (EVS) Opens on or about May 15th, 2012 - Check Your E-mail

2012 EVS is set to launch on May 15, 2012

- Will remain open for 6 weeks vs. 8 weeks
- Open to part-time civil servant employees as well as full-time
- We value your input, please fill out the survey and let your voice be heard!

Goddard Space Flight Center

Office of Human Capital Management

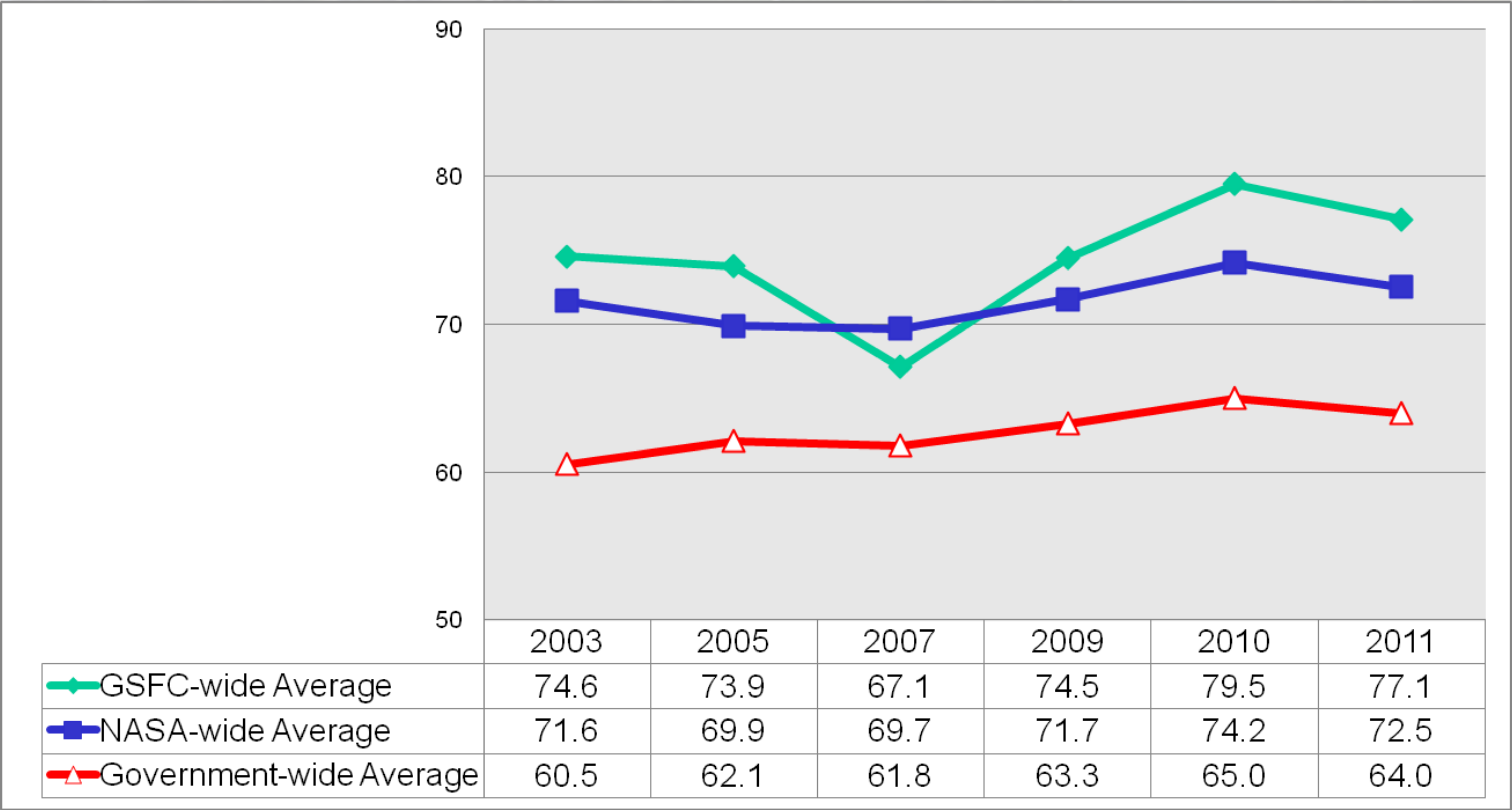


Back-Up



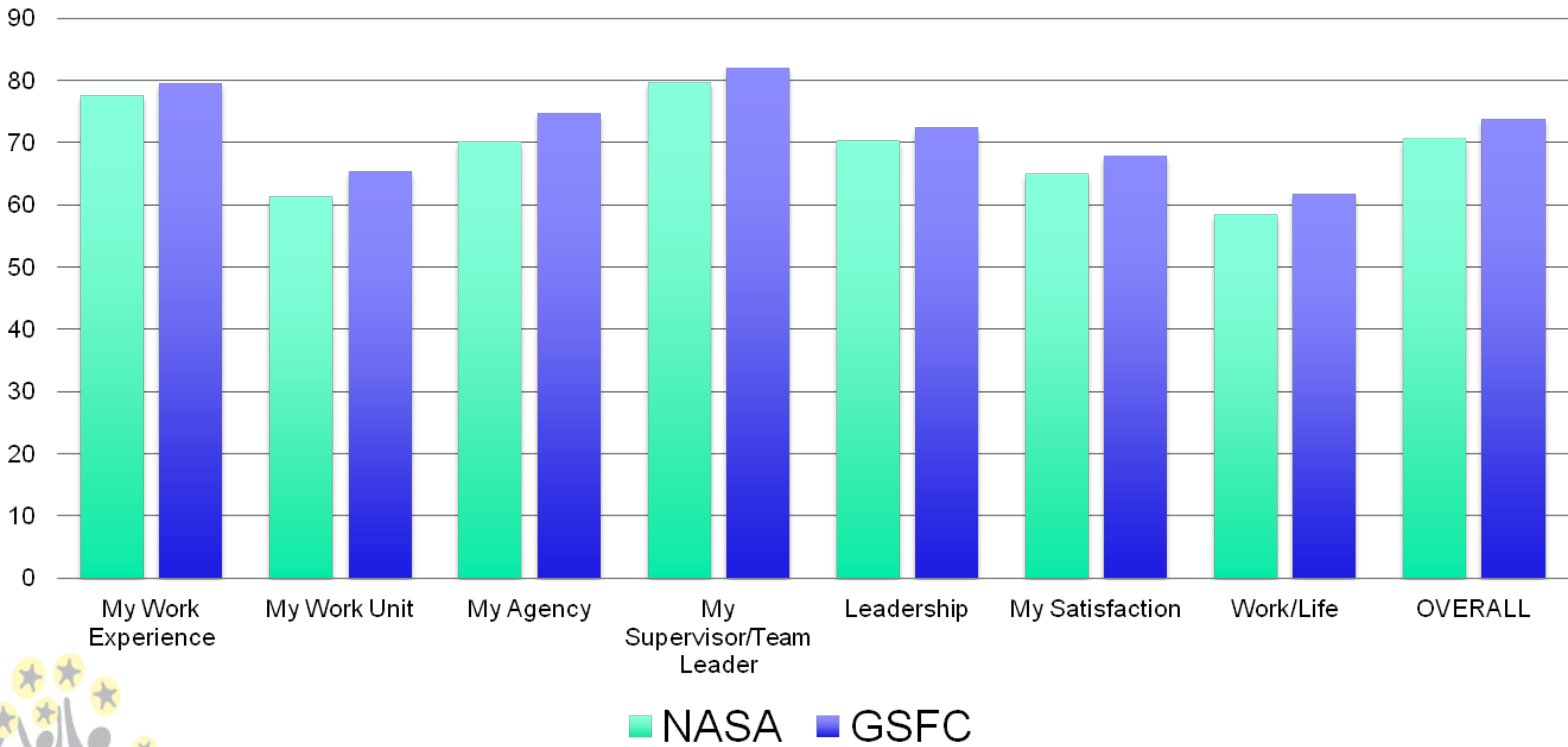


Best Places to Work Index Trends





2011 Results for GSFC: Factor Score Comparisons (Positive Responses)





Background

- Office of Personnel Management (OPM) EVS
 - Open from March 29 – May 31, 2011
 - At NASA: 16,666 employees surveyed; 9,240 responded
 - At Goddard: Approximately 2,900 employees surveyed and 1,550 responded
 - Agency response rate = 55%; GSFC response rate = 53%
 - OPM guidance on analysis of findings, survey questions with:
 - 65% or more positive (*Strongly Agree/Agree*) responses are strengths;
 - 35% or more negative (*Strongly Disagree/Disagree*) responses are weaknesses;
 - 30% or more neutral responses are opportunities for more communication/focus
 - When making comparisons, a 5% or more difference, positive or negative, is notable





Demographic Trends

	2011	2010
Female	#11 (out of 218)	#11 (out of 222)
<u>Male</u>	#7 (out of 217)	#6 (out of 221)
40 and Over	#10 (out of 223)	#10 (out of 223)
<u>Under 40</u>	#8 (out of 200)	#3 (out of 204)
<u>Asian</u>	#15 (out of 79)	#9 (out of 79)
Black or African American	#5 (out of 191)	#5 (out of 193)
Hispanic or Latino	#15 (out of 133)	#24 (out of 133)
<u>Multi-racial</u>	#9 (out of 43)	#1 (out of 42)
<u>White</u>	#9 (out of 218)	#8 (out of 222)



Underline: decrease in ranking
Bold: increase in ranking